



Swim Lesson Parents:

Thank you for enrolling your child in Jeff Ellis swimming lessons offered by the Nelson Sports Complex Aquatic Center. We look forward to working with you and your child during this session to develop your child's confidence and skill in the water. We believe that individual success is best achieved when partnership is established between the student, parent, and swim instructor.

Please be assured that your child's safety is our first priority during every swim lesson. Therefore, all of our swim instructors have been trained and certified in your child's specific lesson level, and we limit our class ratios to one instructor for every six students, or one-to-four for our preschool lessons. We also require a licensed Ellis & Associates lifeguard be actively on stand at all times during our swim lessons.

In order for your child's swim lessons to be most effective, we ask that parents watch all swim lessons from the distance that permits clear observation without distraction. Also, we ask that parents monitor all siblings or other children not in swim lessons during the time of your child's lesson, so that we may maximize learning for all of our lesson participants. Parents are encouraged to practice the skills taught in your child's level outside of class to enhance individual learning.

We ask that you help us to reinforce the primary safety rules that require your child to always seek permission from the swimming instructor prior to entering the water. Please refrain from allowing your child into the pool before his or her lesson begins. We also ask that every student hold onto the wall with both hands at all times when not doing a skill. We encourage parents to likewise supervise their children when participation in any water activity outside of our program.

Thank you for trusting Jeff Ellis Swimming to provide your child's swim lesson. We recognize the importance of this task and will work diligently with your child to help them achieve success. We have attached a Frequently Asked Questions sheet, but if you have any additional questions, please feel free to contact our program manager, Jem Hughes 331-210-8630

Sincerely,

Jem Hughes
Program Manager for Jeff Ellis Management



Nelson Sports Complex Aquatic Center. 3900 Owl Drive. 847-818-3216

FREQUENTLY ASKED QUESTIONS

1. What should we bring?

Your child will need a commercially sold bathing suit and a towel for each lesson. Goggles are permitted.

2. How many children are in each class?

The maximum ratio for the classes is one instructor to six children.

3. How long are classes?

All classes run for 45 minutes.

4. Is the pool open during swimming lessons?

Yes, the pool will be open during lessons

5. Is there a lifeguard on duty during swimming lessons?

Yes, there is always a lifeguard on duty during swimming lessons.

6. What is the age range for swimming lessons?

Please see the activity guide for individual class descriptions and age requirements, as specific requirements are different for every level. If your child does not fit into our published age ranges, please contact Jem Hughes at 331-210-8630.

7. Is there a deadline to register for lessons?

Yes. Generally it is the Friday before the swimming lesson is scheduled to being. If you need a late registration please contact the Jem Hughes at 331-210-8630

8. If my child passes to the next level, but I've already registered him/her for the same level, what should I do?

We will do our best to accommodate any movement between classes. However, our swimming lessons are in high demand and fill up quickly. Our ability to move your child appropriately will depend on the class level and time. If we cannot place your child in the correct level for the next session, we will be happy to issue you a credit to take a future swim lesson session.

9. What happens if I've registered my child for the incorrect level?

We do evaluate each child the first day of lessons to ensure that they have been placed in the correct level. We will do our best to move them to the appropriate level if necessary. However, please refer to our activity guide for detailed class descriptions before you register in order to maximize your child's swim lesson success.

10. Do I have to stay and watch lessons?

Yes. For the safety of your child, we ask that parents remain on deck while swim lessons are being held.

11. Where do I sit during swim lessons?

We encourage all parents to sit on deck in a chair or in the shallow end of the pool. As well, we ask that you please refrain from talking to your child poolside during the lesson, as this poses a distraction to the class. Instructors will be available before and after class to answer any questions.

12. What happens if I miss a class?

Unfortunately we can only provide make-up classes if the aquatic facility cancels a class due to weather, or pool safety conditions etc. We cannot provide make-up lessons due to traffic, illness, vacation, etc.

13. Will my child have the same instructor every session?

Due to instructors' personal schedules and the constantly changing enrollment, we cannot guarantee class schedules in advance. You are more than welcome to request an instructor; however, we cannot guarantee that request.

14. May I stay and swim in the park after swim lessons are done?

If you currently have a membership pass for the aquatic center you are welcome to stay and swim. However, if you are not a membership pass holder, please see the cashier to pay the daily rate.

15. Is there a refund policy?

Yes, please see our activity guide for details regarding our refund policy. Please understand that we adhere to these guidelines and date when determining if a refund is warranted.

16. What is the temperature of the water?

The pool is kept between 70-75 degrees for the aquatic center.

If you have any other questions, please feel free to contact the Program Coordinator, Jem Hughes at 331-210-8630